Personal Desktop Support, from the DOA Help Desk

• (608) 267-6930; doahelpdesk@wisconsin.gov

Enterprise IT Support, from the Enterprise Service Desk

• (608) 264-9383; esdhelp@wisconsin.gov

Open a Service Request/Incident

https://cherwell.enterprise.wistate.us/CherwellPortal/DETServiceCatalog#3

Access to Voice Mail from Outside the Office

• Dial (608) 264-6300 and follow the instructions.

• Dial 1-800-VMAILWI (1-800-862-4594) and follow instructions.

Access to Outlook E-mail from Outside the Office

Https://outlook.office365.com/owa/wisconsin.gov

Quick-Reference Guide

Department of Administration
Division of Enterprise Technology
101 E. Wilson Street
P.O. Box 7864
Madison, WI 53702

Department of Administration
Femrite Data Center
P.O. Box 7836

Changing Passwords

To change your password from Windows press CTRL+ALT+DEL when logged in and choose "Change a Password"

You can also change your password on the Cayosoft website at https://eiam.wisconsin.gov

What are the rules?
• Passwords are initially assigned by the DOA/DET Security Section. The password must be changed when the user logs on for the first time.
• Password requirements:
- 7-20 characters long and cannot include your user ID or your first, middle or last name.
- Case sensitive
- Must contain at least three of these categories:
Uppercase letters (ABC…)
Lowercase letters (abc…)
Numerals 0 to 9
Keyboard symbols (~!@...)
- Must be different from the previous 8 passwords used.
• Passwords expire every 60 days.

What if I forget my password?
• If you forget your password, call the DOA Help Desk to have it reset.

What should I do when an error message says that my account is locked out?
• If you try an invalid password 3 times in a row, Or your password expires your account will be locked out. Call the DOA Help Desk to unlock your account.

Where do I save my files? What are my network drives?
F: (User Personal Data) — This is where you save personal documents.
G: (Division Shared Data) — This is where you save documents for your section or division.
L: Read Only Software — No data is saved here.
S: (Cross Divisional Shared Data) — Save data here that all DOA-supported customers can have access to.
DET does not recommend saving data to C: — DET does not back up workstation hard drives.

Laptop and other device checkout

What kind of equipment is available for use? Where do I pick it up?
The DOA Help Desk has these items available for checkout:
- Notebook computers (laptops)
- Multimedia overhead projectors
- Speakerphones and Teleconference Bridges
- Webcams, USB CD/DVD drives

-For laptops, request checkout through the Outlook Calendar using Plan a Meeting. Under Add Others, specify DOA LAP and put it in the Resources field.
-For projectors, put DOA AV projector in the resources field
-For phones put DOA Tel Speaker Phone
-For USB CD/DVD ROM drives put DOA AV USB CD DVD DRIVE

Pick up the equipment at the DOA Help Desk at DOA, on the 8th floor at 101 E. Wilson Street.

Hardware Orders

When you put in a service request for new hardware your SR is first sent to the Purchasing team for funding approval. Once approved, the order will be sent to PDS to be filled. The wait time for equipment to arrive is three weeks. You will receive another email when the product is delivered to DOA and another email notification to schedule deployment.

The outline below details the approximate duration to deploy one computer, from start to completion.

For cell phone hardware go here:

https://det.wi.gov/telecommunications/Shared%20Documents/USCEquipmentMatrix.pdf

Create a Skype Meeting in Outlook

To utilize a Conference Room Phone at Hill Farms so it can join your Skype Meeting for audio, you **MUST** make your meeting a **Skype Meeting**. This can take up to 5 minutes to show on the phone after you have created the meeting.

Create Skype Meeting *(adding conference room)*

1. In your Outlook Calendar click on the **New Skype Meeting** icon in the ribbon.
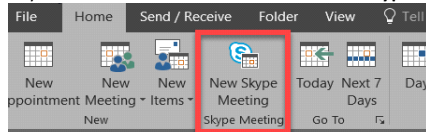
2. Your meeting will be automatically populated with Skype Meeting Information. DO NOT CHANGE ANY OF THE INFORMATION BETWEEN THE DOTTED LINES OR ERASE THE DOTTED LINES IN THE SKYPE MEETING. This can cause your Skype meeting to fail when someone attempts to join it. If you do not yet have VoIP, you will not get the Join by Phone option with the dial in phone numbers.
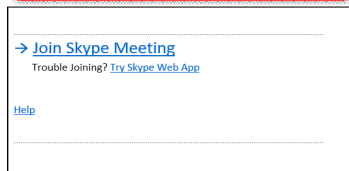
3. Click the **Scheduling Assistant** in the ribbon to bring up the scheduling view and then click the **Add Room** button at the bottom of the window.

4. In the search field, type **dot cr hf s** and select the room. You will be prompted to update the location to this room, click **Yes**.

5. Finish creating your meeting as you normally would.

6. Send the invitation. **Be aware** that it can take around 5 minutes for a conference room phone to receive the meeting and have it listed in its calendar to join.
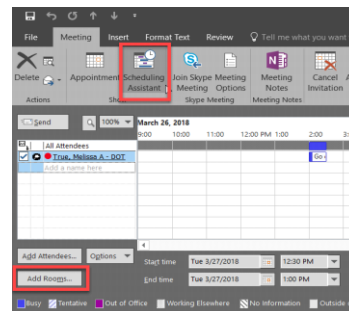
Request Software

Submit a service request for software purchases. All packaged software must be purchased and installed by DOA. DOA is responsible for ensuring compatibility with Department hardware and software, standards compliance, licensing and a virus-free environment. For more information on IT purchases, review the IT Purchasing Quick Reference.

How to Record a Skype for Business meeting

When you record a Skype for Business meeting, you capture audio, video, instant messaging (IM), screen sharing, PowerPoint slides, whiteboard activity, and polling. Any of the presenters can record a meeting and save it on their computers.

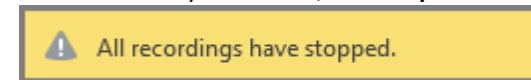To record your Skype for Business meeting,

1. Click the **More Options** button (the button with the 3 dots) and choose **Start Recording**.

If the recording option is dimmed, your audio might not be connected. Click the mic icon to connect audio, then try again.

2. Use the controls at the bottom of the meeting to pause, resume, or stop the recording.

3. To see who else is recording, point to the red recording button.

4. When you're done, click **Stop Recording**.

5. Skype for Business automatically saves the recording in MP4 format that plays in Windows Media Player. You can exit the meeting while the recording is being processed.

Play and share a recording

When your recording has been processed, you can access it to play or send to others. Skype for Business displays a message when the recording is ready. You can click the alert to open **Recording Manager**, or if you miss that, click **Tools** on the Skype for Business main window, then **Recording Manager**.

In the **Recording Manager** window:

1. Click your recording to highlight it, then click **Play** on the right side of the window.

2. You can also rename or delete your recording here.

3. To share your recording with others, click **Browse** to locate it, then copy the file to post on a shared location, such as OneDrive or an internal SharePoint site.

## To connect to the network using AnyConnect VPN

1) At the Windows logon screen, press Ctrl + Alt + Del. The last user that logged onto the PC will appear. Prior to logging into the PC, you will connect to the network using Cisco AnyConnect VPN. Select the "Switch User" button.

2) In the lower right-hand corner, select the "Network Logon" button.
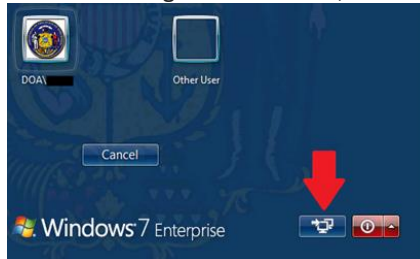
3) The laptop will start a network connection (to either a wired Ethernet cable connection or any wireless networks that have previously been configured to connect automatically on the laptop). You should see a message while a network connection is being established.
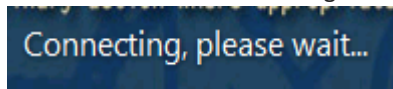
4) After a network connection is established successfully, you will now log into the Cisco AnyConnect VPN software. The AnyConnect login screen will appear.
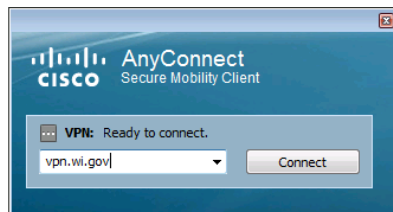
5) The address listed should be **"vpn.wi.gov"**. Users connecting for the first time may need to manually type in this address. After the first time successfully connecting, the address will be saved. Select "Connect".
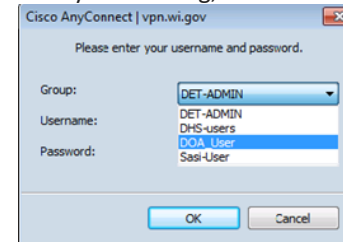
6) A list of VPN groups will appear. Select the appropriate group. (Most DOA users should select "DOA_User", all SASI users should select "Sasi-User") Type in your Accounts domain username/password and select OK.
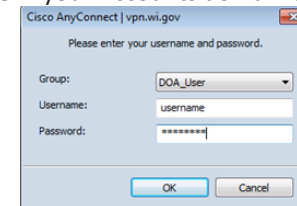
7) A security banner will appear. Click on Accept.
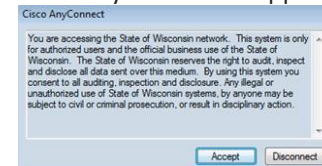
8) After the AnyConnect VPN successfully connects, you can now log onto Windows with your domain username/password.

9) After logging into Windows, there will be an AnyConnect icon in the Notification Tray that will indicate your VPN connection status.